



COUNTY OF LOS ANGELES
invites applications for the position of:

INFORMATION TECHNOLOGY MANAGER II - Infrastructure & Operations

SALARY: \$9,065.34 - \$13,721.10 Monthly
\$108,784.08 - \$164,653.20 Annually

OPENING DATE: 08/01/16

CLOSING DATE: Continuous

POSITION/PROGRAM INFORMATION:



FILING DATES

August 2, 2016 at 8:00 A.M.PST - until the needs of the service are met and is subject to closure without prior notice

Exam Number

PH2571B

Type of Recruitment

Open Competitive Job Opportunity

Management Appraisal of Performance Plan (MAPP): This position is subject to the provisions of the Management Appraisal of Performance Plan (MAPP). Initial salary placement and subsequent salary adjustments will be made in accordance with MAPP and regulations.

POSITION INFORMATION:

Serves as the Director of Infrastructure and Operations providing technical oversight and consultation to the Assistant Chief Information Officer regarding data center and network operations. Leads the development of departmental IT standards and strategies with respect to IT architecture and infrastructure, and oversees the migration to next generation technologies. Manages the development and maintenance of Public Health's continuity of operations and disaster recovery plans. Communicates with IT personnel within Public Health Information Systems, the Department and the County on technology initiatives.

ESSENTIAL JOB FUNCTIONS:

- Oversees the Department's Information Technology infrastructure including systems and network administration.
- Responsible for the selection and design of technologies that will meet Department goals and objectives.

- Oversees the ongoing maintenance and support of technical infrastructure (e.g., Active Directory, Windows Server, VMWare, LAN/WAN) including monitoring of network performance and data center uptime.
- Manages vendor relationships and related agreements.
- Supervises highly technical teams responsible for the planning and execution of complex projects needed to enhance the Department's IT infrastructure.
- Evaluates the performance of systems and network administration personnel and provides mentoring to enhance staff competency and skills.
- Leads the development of enterprise technology standards and cost effective processes based on industry best practices and trends with respect to technologies and security.
- Ensures alignment and compliance with Countywide information technology directives and strategies.
- Oversees the development and maintenance of Department of Public Health's disaster recovery and continuity of operations plans.
- Represents the Department in IT infrastructure and operations matters and serves as liaison to the Internal Services Department and the County CIO to help protect departmental interests and advocate for technologies and strategies to address Department needs and requirements.
- Serves as senior technical advisor to the Department's Chief Information Officer, Assistant Chief Information Officer, and Information Technology Advisory Board.
- Provides clear and effective communications to the Department regarding technology initiatives and assignments.

REQUIREMENTS:**SELECTION REQUIREMENTS:****OPTION I:**

A Bachelor's degree from an accredited college or university with a degree in Computer Science, Compute Engineering, Information Systems, or a closely related field and five (5) years of progressively responsible, full-time, paid experience in a centralized Information Technology organization*, performing systems administration and network management activities; of which three (3) years must have been managing the design, implementation, and administration of a complex systems and network infrastructure.

OPTION II:

Two (2) year of experience at the level of Los Angeles County class of Information Technology Manager I**, managing the design, implementation, and administration of a complex systems and network infrastructure.

OPTION III:

Five (5) years of progressively responsible, full-time, paid experience in a centralized Information Technology organization*, managing the design, implementation, and administration of a complex systems and network infrastructure in a large, multi-service public or private sector organization.

LICENSE:

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

PHYSICAL CLASS:

2 - Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

SPECIAL REQUIREMENTS:

*Centralized IT organization is defined in the County of Los Angeles as that which is responsible, under the direction or guidance of the Chief Information Technology official (or at Sheriff Department, the coordinated executive command structure) for the department or major organization unit, for providing comprehensive IT services including analysis, design, acquisition, and/or development, implementation, maintenance, or support of information systems; and in which the work performed is in direct relationship to the IT requirements and initiatives of the department or major organization unit.

**Experience at the level of Information Technology Manager I in the County of Los Angeles is defined

as: Planning, organizing and directing the activities of a major information systems section or a small division providing services to support achievement of departmental and County mission and objectives. May function as a departmental CIO (Chief Information Officer) in a small County department.

ADDITIONAL INFORMATION:

This examination will consist of two parts:

Part I: An unproctored computerized written test assessing Professional/Technical Knowledge, weighted at 35%:

- Windows 2008 Active Directory covering the following topics: Backup and Recovery, Core Technologies, Design, Group Policy, Install and Configure, Management, Security, and Troubleshooting.
- VMware vSphere 5, covering the following topics: Availability and Load Balancing, Install, Monitoring, Networking, Resource Management, Security, Storage, Troubleshooting, Update Manager, and Virtual Machines.
- Networking Concepts, covering the following topics: Administration, Configuration & Connectivity Troubleshooting, Design, LAN/WAN Technologies, Network Devices, Network Standards, Protocol Stacks, and Routing Protocols.

Part II: An unproctored computerized written test, weighted at 65%, assessing the following competencies: Leadership Professionalism, Deductive Reasoning, Director Potential, Director Judgment, Business Acumen, Building Relationships, Drive for Results, Self-Motivation.

Only those candidates that achieve a passing score of 70% or higher on each of the three areas in Part 1, and a passing score of 70% on Part 2, will be placed on the eligible register.

NOTE: Applicants that have taken the identical written tests for other exams within the last (12) months, will have their written test scores for the identical test part(s) automatically transferred to this examination.

THE WRITTEN TEST IS NOT REVIEWABLE BY CANDIDATES PER CIVIL SERVICE RULE 7.19.

This examination contains test parts that may be used in the future for new examinations. Upon acceptance of your online application, your score will be transferred to the new examination and you may not be allowed to re-take any identical test part(s) for at least a year.

Applicants may receive notice via e-mail and are responsible for providing a valid e-mail address. Please add jchoi@hr.lacounty.gov and info@governmentjobs.com to your address book to ensure the e-mails reach your inbox. Scores cannot be given over the telephone.

TEST PREPARATION

Study guides and other test preparation resources are available to help candidates prepare for employment tests. You can access test preparation for the computerized portion of the test by going to http://www.shldirect.com/practice_tests.html. While the guides will help in preparing for the test, we advise you to review *all* related materials that you deem necessary.

ELIGIBILITY INFORMATION

The names of candidates receiving a passing grade in the examination will be placed on the eligible register in the order of their score group for a period of twelve (12) months following the date of promulgation. Applications will be processed on an as received basis and promulgated to the eligible register accordingly.

NO PERSON MAY COMPETE FOR THIS EXAMINATION MORE THAN ONCE EVERY 12 MONTHS.

VACANCY INFORMATION

The resulting eligible register will be used to fill vacancies in County of Los Angeles, Department of Public Health.

AVAILABLE SHIFT: Any

APPLICATION AND FILING INFORMATION

In order to receive credit for any type of college degree, such as a Bachelor, Master, or Doctorate degree, you must include a legible copy of the official diploma, official transcripts, or official letter from the accredited institution which shows the area of specialization. Education verification must be submitted within fifteen (15) calendar days from application submission.

Applications must be filed online only. We must receive your application by 5:00 pm, PST, by the last day of filing. All required documents must be submitted within fifteen (15) calendar days from application submission. Any missing required documents not submitted by the deadline will result in your application being rejected as incomplete. Note: If you are unable to attach required documents, you may email them to jchoi@hr.lacounty.gov. Please ensure to reference your full name, the examination title and number on the subject of your email. Applications submitted by U.S. Mail, Fax, or in person will not be accepted.

Applications must be filed online only. Applications submitted by U.S. Mail, Fax, or in person will not be accepted. Apply online by clicking on the green "Apply" button at the top right of this posting. You can also track the status of your application using this web site.

IMPORTANT NOTES:

All information is subject to verification. We may reject your application at any time during the examination and hiring process, including after appointment has been made. Falsification of any information may result in disqualification or rescission of appointment. Utilizing verbiage from the Class Specification and Selection Requirements serving as your description of duties **WILL NOT** be sufficient to meet the requirements. Doing so may result in an **INCOMPLETE** application and you may be disqualified.

SOCIAL SECURITY NUMBER: It is important that you provide your *own* social security number at the time of filing to ensure your application is processed accurately. Entering other than your own social security number will result in an automatic rejection of your application.

NO SHARING OF USER ID AND PASSWORD: All applicants must file their application online using their *own* user ID and password. Using a family member's or friend's user ID and password may erase a candidate's original application record.

California Relay Services Phone: (800) 735-2922

ADA Coordinator Email: adarequests@hr.lacounty.gov

Teletype Phone: (800) 899-4099

Alternate Teletype Phone: (800) 897-0077

Department Contact Name: Jinna Choi

Department Contact Phone: (213) 738-2004

Department Contact Email: jchoi@hr.lacounty.gov

COUNTY OF LOS ANGELES Employment Information

Any language contained in the job posting supersedes any language contained below.

Your Responsibilities:

1. Completing Your Application:

- Before submission of the application, it is your responsibility to ensure that all information provided is correct and complete on the application. Incomplete applications cannot be accepted.
- Please list separately the PAYROLL TITLE for each job. Do not group your experience. Specify the beginning and ending dates for each job. If you are a County employee and have been promoted, do NOT list all of your time with the County under your present payroll title.
- Your Social Security Number must be included for record control purposes. Federal law requires that all employed persons have a Social Security Number.
- To receive APPROPRIATE CREDIT, include a copy of your diploma, transcript, certificate, or license as directed on the job posting.

2. Minimum or Selection Requirements are listed in the job posting.

- YOUR APPLICATION WILL BE ACCEPTED ONLY IF IT CLEARLY SHOWS YOU MEET THESE REQUIREMENTS. The information you give will determine your eligibility and is subject to verification at any time.
- You must be at least 16 years of age at the time of appointment unless other age limits are stated on the job posting. The Federal Age

Social Security Act of 2004: Section 419 (c) of Public Law 108-203, the Social Security Protection Act of 2004, requires State and local government employers to disclose the effect of the Windfall Elimination Provision and the Government Pension Offset Provision to employees hired on or after January 1, 2005, in jobs not covered by Social Security. The County of Los Angeles does not participate in the Social Security System. All newly hired County of Los Angeles employees must sign a statement (Form SSA-1945) prior to the start of employment indicating that they are aware of a possible reduction in their future Social Security benefit entitlement. For more information on Social Security and about each provision, you may visit the website www.socialsecurity.gov, or call toll free 1-800-772-1213. Persons who are deaf or hard of hearing may call the TTY number 1-800-325-0778 or contact a local Social Security office.

Record of Convictions: As part of the selection process you may be required to complete and submit a Candidate Conviction History Questionnaire (CCHQ). PLEASE DO NOT SUBMIT THE CCHQ WITH YOUR APPLICATION, unless instructed to do so. A full disclosure of all convictions is required, when requested. Failure to disclose convictions will result in disqualification. Not all convictions constitute an automatic bar to employment. Factors such as your age at the time of the offense (s), and the recency of offense(s) will be taken into account, as well as the relationship between the offense(s) and the job(s) for which you apply. However,

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Discrimination in Employment Act (ADEA) of 1967, as amended, prohibits discrimination on the basis of age for any individual over age 40.

c. Your experience may be paid or unpaid unless the job posting states otherwise. Experience is evaluated on the basis of a verifiable 40-hour week.

3. Application Deadline:

a. All job applications must be completed and submitted by the last day of the filing period and closing time indicated on the job posting. Job postings with an open continuous filing period are subject to closure without prior notice. It is to your advantage to file your application early and not wait until the last allowable date and time as you will not be able to apply once the filing period has closed.

b. Applications for positions designated "Apply in Person" must be filed in person at the address provided on the job posting.

4. Change of Name or Address:

To change personal information such as your name or address, log into your profile and make the necessary change. This can be done at any time.

5. Promotional Examinations:

a. Some of your experience may have been in a position in which such work is not typically performed. If such experience is permitted as indicated on the job posting, a signed Verification of Experience Letter (VOEL) signed by your department's Human Resources Office must be attached to your application unless otherwise stated on the job posting.

b. If indicated on the job posting, permanent employees who have COMPLETED THEIR INITIAL PROBATIONARY PERIOD AND HOLD A QUALIFYING PAYROLL TITLE may file for promotional examinations if they are within six months of meeting the experience requirements by the last day of filing or at the time of filing for open continuous exams.

6. Equal Employment Opportunity/Non-Discrimination Policy:

a. It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, color, religion, sex, national origin, age, sexual orientation or disability.

b. If you require material in an ALTERNATE FORMAT or are an individual requesting REASONABLE ACCOMMODATION(S) in the examination process for a physical or mental disability, please CONTACT THE AMERICANS WITH DISABILITIES ACT (ADA) COORDINATOR LISTED ON THE JOB POSTING. The provision of reasonable accommodation may be subject to verification of disability as allowable with State and Federal law. All disability-related information will remain confidential.

Disclaimer: The County of Los Angeles is not responsible or in any way liable for any computer hardware or software malfunction which may affect the employment application or the application selection process.

You assume all responsibility and risk for the use of this system and the Internet generally. This system and the information provided on it are provided on an "as is" and "as available" basis without warranties of any kind, either express or implied. No advice or information given by the County of Los Angeles or its respective employees shall modify the foregoing or create any warranty.

The County of Los Angeles expressly disclaims any warranty that the information on this system or on the Internet generally will be uninterrupted or error free or that any information, software or other material accessible from the system is free of viruses or other harmful components. You shall have no recourse against the County of Los Angeles as the system provider for any alleged or actual infringement of any proprietary rights a user may have in anything posted or retrieved on our system.

The County of Los Angeles shall not be liable for any direct, indirect, punitive, incidental, special or consequential damages arising out of or in any way connected with the use of this system or with the delay or inability to use it (or any linked sites), or for any information obtained through this system, or otherwise arising out of the use of this system, the Internet generally or on any other basis.

NOTE: Your application is submitted using Secure Encryption to ensure the privacy of all information you transmit over the Internet.

By accepting the Use Disclaimer set forth here, you agree to all of the above terms and further agree to use this Online Job Employment Application System only for the submission of bona fide employment applications to the County of Los Angeles. Any other use of this Online Job Employment Application System, including without limitation any copying, downloading, translation, decompiling, or reverse engineering of the system, data, or related software, shall be a violation of the Use Disclaimer.

Benefit Information: Depending on the position, the successful candidate will enroll in a contributory defined benefit pension plan if the candidate is a "new member" of the County's defined benefit plan (LACERA) on or after January 1, 2013 (first employed by the County on or after December 1, 2012) - unless she or he established reciprocity with another public retirement system in which she or he was a member before January 1, 2013. It should be noted that County employees do not pay into Social Security, but do pay the Medical Hospital Insurance Tax portion of Social Security at a

any applicant for County employment who has been convicted of workers' compensation fraud is automatically barred from employment with the County of Los Angeles (County Code Section 5.12.110). ANY CONVICTIONS OR COURT RECORDS WHICH ARE EXEMPTED BY A VALID COURT ORDER DO NOT HAVE TO BE INCLUDED.

For more information regarding convictions that are not subject to disclosure, please refer to the CCHQ from the link below:

http://file.lacounty.gov/dhr/CCHO_2014.pdf

Americans with Disabilities Act of 1990: All positions are open to qualified men and women. Pursuant to the Americans with Disabilities Act of 1990, persons with disabilities who believe they need reasonable accommodation, or help in order to apply for a position, may contact the ADA/Personnel Services for Disabled Persons Coordinator. Hearing impaired applicants with telephone teletype equipment may leave messages by calling the teletype phone number on the job posting. The County will attempt to meet reasonable accommodation requests whenever possible.

Veteran's Credit: In all open competitive examinations, a veteran's credit of 10 percent of the total credits specified for such examinations will be added to the final passing grade of an honorably discharged veteran who served in the Armed Forces of the United States under any of the following conditions: During a declared war; -or- During the period April 28, 1952 through July 1, 1955; -or- For more than 180 consecutive days, other than for training, any part of which occurred after January 31, 1955, and before October 15, 1976; -or- During the Gulf War from August 2, 1990 through January 2, 1992; -or- For more than 180 consecutive days, other than for training, any part of which occurred during the period beginning September 11, 2001, and ending on August 31, 2010 the last day of Operation Iraqi Freedom; -or- In a campaign or expedition for which a campaign medal or expeditionary medal has been authorized and awarded. Any Armed Forces Expeditionary medal or campaign badge, including El Salvador, Lebanon, Grenada, Panama, Southwest Asia, Somalia, and Haiti qualifies for credit.

A campaign medal holder or Gulf War veteran who originally enlisted after September 7, 1980 (or began active duty on or after October 14, 1982, and has not previously completed 24 months of continuous active duty) must have served continuously for 24 months or the full period called or ordered to active duty.

This also applies to the spouse of such person who, while engaged in such service was wounded, disabled or crippled and thereby permanently prevented from engaging in any remunerative occupation, and also to the widow or widower of any such person who died or was killed while in such service. A DD214, Certificate of Discharge or Separation from Active Duty, or other official documents issued by the branch of service are required as verification of eligibility for Veterans preference. Applicants must submit the documentation for each open competitive exam to qualify for veteran's credit.

Employment Eligibility Information: Final appointment is contingent upon verification of U.S. citizenship or the right to work in the United States. Immigration law provides that all persons hired after November 6, 1986, are required to present original documents to the County, within three (3) business days of hiring, which show satisfactory proof of: 1) identity and 2) U.S. employment eligibility.

Los Angeles County Child Support Compliance Program: In an effort to improve compliance with court-ordered child, family and spousal support obligations, certain employment and identification information (i.e., name, address, Social Security number and date of hire) is regularly reported to the State Directory of New Hires which may assist in locating persons who owe these obligations. Family Code Section 17512 permits under certain circumstances for additional employment and identifying information to be requested. Applicants will not be disqualified from employment based on this information.

The California Fair Employment and Housing Act (Part 2.8 commencing with Section 12900 of Division 3 of Title 2 of the Government Code) and the Regulations of the Fair Employment and Housing Commission (California Code of Regulations, Title 2, Division 4, Sections 7285.0 through 8504) prohibits employment discrimination based on race or color; religion; national origin or ancestry, physical disability; mental disability or medical condition; marital status; sex or sexual orientation; age, with respect to persons over the age of 40; and pregnancy, childbirth, or related medical conditions.

Test Preparation: Study guides and other test preparation resources may be accessed through the Department of Human Resources website at: <http://hr.lacounty.gov>. Additional test preparation resources may be listed on the job posting.

Accreditation Information: Accredited institutions are those listed in the publications of regional, national or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as American Universities and Colleges and International Handbook of Universities are acceptable references. Also acceptable, if appropriate, are degrees that have been evaluated and deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation agency recognized by The National Association of Credential Evaluation Services or the Association of International Credential Evaluators, Inc. (AICE).

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rate of 1.45%. The Los Angeles County Employees Retirement Association (LACERA) has reciprocal agreements with several public retirement systems in California.

APPLICATIONS MAY BE FILED ONLINE AT:

<http://hr.lacounty.gov>

Position #PH2571B
INFORMATION TECHNOLOGY MANAGER II - INFRASTRUCTURE &
OPERATIONS
JC

Los Angeles, CA 90010

INFORMATION TECHNOLOGY MANAGER II - Infrastructure & Operations Supplemental Questionnaire

- * 1. The information you provide on your application and this supplemental questionnaire will be evaluated and used to determine your eligibility to participate in the next phase of the examination process. Please be as specific as possible and include all information as requested. Comments such as "see resume or application" will not be considered as a response. Please note that all information is subject to verification at any time in the examination and hiring process. Falsification of any information may result in disqualification or dismissal. Do you understand the above information and instructions?

☐ Yes

- * 2. Which of the following best describes your level of education?

- ☐ Bachelor's degree
☐ Master's degree
☐ Doctoral degree
☐ None of the above

- * 3. Which of the following best describes your area of specialization for your degree?

- ☐ Computer Science
☐ Computer Engineering
☐ Information Systems
☐ Closely Related Field
☐ Not Applicable

4. If you selected "Closely Related Field" or "Not Applicable" in question #3, please indicate your area of specialization for your degree." Write N/A if Not Applicable.

- * 5. Do you have experience managing the design, implementation, and administration of a complex systems and network infrastructure?

- ☐ Yes
☐ No

- * 6. If you answered "Yes" to question #5, please select the year(s) of experience you have in managing the design, development, implementation and maintenance of a large portfolio of complex software applications. If you DO NOT have experience in this area, select None.

- ☐ None
☐ less than 1 year
☐ 1 year to less than 2 years
☐ 2 years to less than 3 years
☐ 3 years to less than 4 years

- ☐ 4 years to less than 5 years
- ☐ 5 years or more

* Required Question